

LBP LEASING AND FINANCE CORPORATION
CORPORATE SOCIAL RESPONSIBILITY ACTIVITIES

CY 2016

Social Responsibility Statement	Activities in 2016
1. We shall deal fairly with all employees, customers/clients, suppliers/contractors and other stakeholders of LBP Leasing and Finance Corporation;	<ul style="list-style-type: none"> ➤ Provides the procedures and processing time of transactions with the Corporation in its Citizens' Charter; ➤ Makes freely available to the public the printed copies of the Corporation's Citizens' Charter which is also found in the Corporation's website.
2. We shall not take unfair advantage of employees, customers/clients, suppliers/contractors and other Stakeholders through manipulation, concealment, abuse of confidential or privileged information, misrepresentation of material facts, or any other unfair-dealing practice;	<ul style="list-style-type: none"> ➤ Disclosing or misusing confidential or classified information, as well as other norms in dealing with clients, are included in the Code of Conduct as an offense with corresponding penalty; ➤ Adopted and enforces the No Gift Policy.
3. We shall be socially and environmentally responsible and act and operate as good corporate citizens;	<ul style="list-style-type: none"> ➤ Participated in the 2nd Quarter Manila Bay Clean-up on May 28, 2016 in Las Pinas-Paranaque Critical Habitat and Ecotourism Area (LPPCHEA) Long Island, Las Pinas City; ➤ Release of Php50,000.00 annual donation per Memorandum of Agreement with Manila Bay Sunset Partnership Program, Inc. (MBSPPPI) to sustain the following programs: <ul style="list-style-type: none"> ○ Quarterly and Annual Manila Bay Clean-Up ○ Adopt an Estero Program through the use of Effective Microorganisms (EM) Solutions incorporated in Bokashi Mud Balls; ○ School Tours to promote reduction, recycling and reuse of solid waste; and ○ Other fund-raising activities. ➤ Participated in the Annual Manila Bay Clean-Up on August 13, 2016 held at the Baywalk Area, Roxas Boulevard, Manila (near the US Embassy);

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	<ul style="list-style-type: none"> ➤ Participated in the 4th Quarter Manila Bay Clean-up on November 19, 2016 in the Baywalk Area, Roxas Boulevard, Manila (near the US Embassy).
<p>4. We shall recognize and perform the obligations of the Corporation towards the National Government and Land Bank of the Philippines, as our majority stockholder, our employees, customers/clients, suppliers/contractors and other stakeholders, and the communities in which the Corporation operates;</p>	<ul style="list-style-type: none"> ➤ Ensures the inclusion of the National Government Agenda and Priority Programs and Projects in the vision and mission of the Corporation and in its performance targets; ➤ In 2016, the percentage of priority sectors portfolio in the Corporation's total portfolio was 74.99% as against the 70% target.
<p>5. We shall protect the reputation and goodwill of the Corporation and abide by the ethical policies as mandated by the Governance Commission for Government-Owned and Controlled Corporations (GCG) with full awareness of the disciplinary implications of breaches of policy;</p>	<ul style="list-style-type: none"> ➤ Instituted and enforces the Code of Conduct and Employee Discipline as provided in the Administrative Systems and Procedures Manual of the Corporation; ➤ Adopted and enforces the Civil Service Commission policies on No Noon Break and Public Assistance Desk; ➤ Adopted and enforces the Anti-Red Tape Act (ARTA); ➤ Regularly gathers feedback on the performance of the Corporation and its personnel through a Customer Satisfaction Survey.
<p>6. We shall promptly report to the appropriate authorities any potentially illegal, improper and/or unethical conduct that we may become aware of at our workplace or in connection with our work;</p>	<ul style="list-style-type: none"> ➤ Encourages the reporting of reportable conditions with the institution of the Whistleblowing Policy which allows alternative means of reporting; ➤ Provides a Suggestion Box at the Public Assistance Desk to encourage even anonymous reports from the public.
<p>7. We endeavor to create a corporate environment that enables its people to raise genuine and legitimate concerns internally.</p>	<ul style="list-style-type: none"> ➤ Each operations and support group regularly conducts staff meetings for updates on corporate concerns and for suggestions from employees; ➤ Provides a Suggestion Box at the Public Assistance Desk to encourage even anonymous reports from employees.